

Councilor Comments to Opinionnaire Questions

Unedited, except for minor spelling/typo corrections

Additional responses to question T-13: Important Customer Service Characteristics	
Access to all members of King County	Openness to innovation
Access to mental health services	Patience
Accessible	Process
Accessing info in forums & public places	Process oriented
Accountable	Professionalism
Answer the telephone	Public outreach
Ballot box on U-Dist	Responsiveness: quick and timely action, response, feedback, etc.
Clarity	Sense of urgency
Complete ignorance of Chem - trails is shocking!	Simply calling back.
Cost effective	Single point of contact
Cost effective. Cannot over staff just for sake of customer service.	Specific knowledge of issue
Culturally inclusive	Taxation with representation.
Diligent	Thrift (i.e. not wasteful)
Efficient with tax dollars	Transparency
Flexible	Transparency
Friendliness	Transparency
Giving Citizens more than "use our existing services".	Transparency in decision
Honesty	Transparency without political agendas characterized by influential groups and financial backers.
Honesty	Transparent

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honesty, none in county or city of Bellevue	Compliance with ethical guidelines/law
I prefer to use the phone to the web	trust
Integrity	Visionary and practical
Keep in contact until answered satisfactorily -- maintain connection	We need significantly less government.
No fake courtesy, actual sincerity.	Willingness to assist all.
Open to integrating new models for change such as Community Weaving citizens together to form Family Support Networks.	Ability of person to recognize if they know the answer or must find someone who knows how to find the answer - knowledge of the system.
Having all services as completely available as possible via the internet without having to go somewhere, park, stand in line or wait on hold on the phone, etc.	Empowering the person bird-dogging the challenge at hand to resolve the matter amicably w/in legal constraints--there's nothing worse than running into red tape and jumping through hoops for things that can and should be resolved simply.
Treated with respect, Enthusiasm on the part of the person delivering service (I hate feeling like I'm talking to someone who's tired, annoyed, giving me the same old answer s/he has given a hundred times without really listening to me), Feeling heard and understood	Completeness of information. Easy things like bus schedules, I appreciate having on line, and that counts for a lot. More difficult things, like what's happening to the bus stop at 95th and Aurora, I can't even find out who KNOWS the answer, much less what the answer is. Other things, like why the county is spending millions of dollars by outsourcing technical work, instead of keeping the jobs, the jobs skills, and the institutional knowledge at home, remain stonewalled and denied.
Visibility into proposed choices and discussions among our council members. Often the public is informed after the fact as to the council's decision rather than being informed (via press release or some other method) that the council is considering (some issue). For example: when we had the 2008 budget cuts, we were told after the fact that they were planning on cutting the sheriff's budget and proposing reduction of officers and prosecutors, rather than asking the public which services should be on the chopping block first. I would think that police protection would be last on the list as it is a most essential service. (I also live in unincorporated King County so I do not have any other local law enforcement agency to which I may turn).	

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Additional Comments to Question T-36: Recent King County experience
All good
Any complaint: removal of ballot drop box from neighborhood service center
As a resident of Seattle, I really don't know what King County does, other than the Sheriff, run the buses and maybe the dog pound.
As I indicated in my response above, some areas are really good, and other areas are really bad.
Be sincere or be gone
Been given unsolicited legal advice by court staff and incorrect at that -- against the law
Councilmember Larry Gossett personally returned my call, was very patient and helpful.
Customer service needs work in all areas.....employees are not all willing to help.
Didn't accomplish anything!
Employment kiosks provide job apps and lists of KIC job openings but apps must be submitted online. NO COMPUTER @ employment center, but paper apps only.
Every time I've asked to meet with a King Co. Rep they have sent their staff to meet with me. I have not felt heard in over 15 years. My work in weaving communities was recognized and I was the overall winner of the Jefferson Award for Washington State. Even though I contacted King Co. about collaborating on a civic engagement project, they were unresponsive to my request. County police seem to be ticketing more people and it feels like they are trying to generate revenue through fines. Fees have gone up and it's harder to do business in the county, especially in these harder economic times.
Given current budget difficulties, a robust website is best value
I am not dependent on King County Government.
I avoid having to contact a person directly and want my info on line. Don't trust that a person will be responsive.
I had jury duty - it was a great experience!
I have found in my own personal experience that king county employee's will go out of their way to help you
I marked the treated with respect down so low because of the fortress like nature of entering the courthouse.
I raised questions that were not answered for politically-correct reasons. They dealt with population growth impacts on resources and ecology.
I realize about the cut in budget, but finding out that the bus assistance # had closed when I was stuck 50 miles away from home was not good.

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I sent my license tab information in to renew my tabs. It took 18 days from the day I emailed my emission test and check to receive my tags. I felt this was longer than it should have taken, especially since it went into the following month and I did not drive my car for two days since I did not have the new tabs.

I was unable to obtain a CPL from the nearest Sheriff's office, I instead was informed that I needed to travel to the King County Courthouse in Downtown Seattle (during the middle of the day on a workday - therefore meaning I needed to take a vacation day) in order to apply for and obtain a CPL. With Seattle traffic, and limited parking, and waiting for a single person to take fingerprints, this became almost an all day event. Unfortunately Kirkland Police were unable to help me as I live in an Unincorporated area (even though I have a Kirkland postal address). I found this annoying. In order to obtain a CPL one must stand in line with criminals who are waiting to be fingerprinted. It would be much nicer if there were a separate office on the East side of the lake which could handle CPL permits (like the Sheriff's office in Bothell for example).

I was very impressed when a county residential appraiser came within an hour to consider adjusting my tax assessment. An unusual instance with a historic bldg condo conversion, but still - can't beat that kind of service!

in trying to get a read on an environmental issue I found the person saying, "not my job contact someone else"

Is County trying to justify its own importance? Giving us un-mandated services so we think we need metro King County? Why not just State & City?

It's less about the style of customer care and more about the results. You've designed a wonderful system to ignore or 'placate' the citizen. I want a system to put citizens directly in charge of driving county government. Build that for me and I'll be impressed.

King County court is broken

King County deserves employees who know about the official threats to our health and safety

King County Library System taxes without elected representation. Why? So far as I can understand, King County Library system has no elected officials and King County Government has no authority over King county Library System. Therefore, it follows that King County Library System, allegedly the second largest system in the US, is operated more like a dictatorship than a republic. Do our lawfully elected King County Board and Executive Director have a particle of authority over the Library System? If so, no one has ever explained it to me.

King County Mental Health services for a homeless friend were bureaucratic and very unhelpful. She was part of temp involuntary commitment situation.

Leaves much to be desired. A lot of work needs to go in that dept & training also.

Many of the people I dealt with seemed to be "Doing their job", not necessarily there to serve or assist us. The phrase "That's not my job" should be replaced with direction of how to get it done, rather than explanations of why it can't be done.

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My experience had to do with me mailing in a request for my marriage certificate. I would have loved to: 1. Been able to automatically request the certified copies be sent to me upon filing by my minister. I would have liked to pre-pay for them at the time I got my marriage license, then when the license was turned in, just had them delivered to my house. OR 2. Been able to request them online, instead of requesting them in writing, then mailing it in.

My King County Web experience, limited as it is, has been satisfactory. Not outstanding. Just serviceable. I no longer seek out telephone or in-person contact because it's way too frustrating and difficult.

My search for information in finding a contact for the Evergreen Pool was fairly simple - but handled by Recreation with all the information I needed.

Needing follow up and return call check ins to specific requests concerns. Trust that if I say no one has responded, to test that, double check & respond.

New County executive has gotten off to an excellent start. He really cares in that he assigned someone from his office to help me and want a meeting.

No explanation was made about why it was so difficult to pay my bill with my check.

Not having the ability to pay for public records with a card in this day and age seems antiquated, considering the amount of money that passes through the county system.

Often, the representative on the phone or in person are not polite and not knowledgeable. I prefer to use the website.

Questions are asked about "in person, telephone and e-mail" but not about letters. Letters should be part of the survey.

Receptionist at Assessor's office was uninformed, didn't know the correct telephone numbers and kept me waiting on the phone while she determined the people I needed to talk to were out.

Regarding public comments before the King County Library Board, it seemed that public commentary was either discounted or not well-received in steering decision making regarding siting and specifications of a new library being discussed.

Regarding the Dockton Seawall Project, I had requested pdf's of the proposed alternative to be sent to me, which I never received. Also suggested those alternatives be displayed for citizen consideration in a public space such as the chamber of commerce or library, which was not acted upon. This would have been beneficial to the sense of inclusion in the public awareness component of the project.

Respond to my email request of a meeting with our group.

The ability of Metro Trip Planner to understand attempts to specify addresses is pathetic. Office of Emergency Management seems to think it only exists to serve unincorporated residents and King County government bureaucracies. It seems to think it has little or no regional responsibilities. King County actually receives more of my property tax money than my city does. Other than subsidizing resident of unincorporated areas, it is tough to find services other than criminal justice that I am getting for my tax dollars but Martin Luther King Jr. County officials want to cut the only things that I (may) get.

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The New KING CO. Website for Property Tax information has pictures, which is good, but also is BAD because it show's too much information about each personal homeowner including a rough drawing of the Floor Plan of each home! Ughhh.....

they are all just too high paid and have NO interest in solutions to problems

Transportation from Federal Way to Mariners games is unsatisfactory. More walking is required than before, including a circular ramp that is difficult for someone with a heart condition. There seems to be no way to avoid that ramp except to take a train into King Street Station or a bus to downtown Seattle, then transfer back towards the stadium. Both of which require about 0.5 miles of walking. Returning to Federal Way at night is not good. Either one must drive from SeaTac to Federal Way (not good at night for people with cataracts (especially on a rainy night) or wait at the bus stop on Pac Hwy outside the airport for a bus that will go to the FW Transit Center.. The latter is very scary and unsafe at 10:30 p.m.-- especially for the elderly. In fact, our friends who used to like to go to Mariners games are no longer willing to do so due to traffic confusion, too much walking, having to climb the circular ramp, difficulty driving the highway at night, or afraid of the bus stop locations.

Treated unfairly by executive level employee for personal reasons.

We are not "consumers" needing "service". We are the Public who are participants in the process of government.

we arranged for a speaker to address one of our homeschool groups on transportation to inform their project and while it took a bit of back and forth to actually connect, once everything was confirmed and arranged, it was a wonderful interaction which our kids really appreciated!

We had flooding issues in Bothell with much of the water originating in unincorporated King County. My requests for information and help fell on deaf ears. I had to seek political help with my county council representative, including my state representatives before anyone would even call me back.

What happened to the \$30 tab initiative? Why am I paying for a few people to ride Sound Transit?

What service

Yes, by phone and online & over the counter: very courteous; public meetings: extremely ignorant, rude & arrogant

You have a tough--maybe impossible--job increasing public participation in and improving the quality of County government. At least you're trying.

You've got a lot of people working with the public who either don't know what they're doing or they're burnt out and don't care - either way, it shows.

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Additional responses to question T-56: Other citizen engagement methods
A random Outbound calling to citizens on issues currently being decided so a random sample of folks not normally at county meetings (the average actual King County resident's voice) is captured. Minimize the call to basic questions so soccer mom can answer and feel she participated.. also email/cellphone outbound voting on issues... PROACTIVE not waiting for citizen to contact you.
Answer the telephone
Any way which balances privacy with participation.
Ask for email addresses and send info
Campus venues
CCF is my best, most direct interaction with King Co government.
Citizen juries
Citizen juries / deliberative democracy
Community Weaving King County where citizens can be Good Neighbors and pool their resources so they can connect to each other and not have to go through an agency to get their needs met.
Direct democracy using sociocracy / open space technologies
DIRECTLY CALLING Your King Co. Council person
doorbelling? or having a special election with a ballot to all members of the county to obtain their opinions... where we are allowed to vote for our highest priority among a list of possible budget cuts (for example)... Or calling its residents and asking their opinions maybe? or actually reading the emails we send?
Electronic online voting system for issues development such as Voterola e-democracy
Engage people at their place of work. Specifically, those people who do not work for government. Use TV- but not county-specific- get into the place all the Gen Y people are watching: YouTube, Network TV, etc.
Forums with voices from all perspectives -- which is lacking, with ethical scrutiny and follow up.
Have information put out to schools about local meetings and workshops also at cafes organizations
In educational settings -- i.e., classrooms, seminars...
Interactive website
Invite more of the public by phone to participate in these types of meetings.
King County TV but more like Seattle Channel

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Kiosk in a public space in each community that allows interaction or commentary on projects and issues would be helpful. A bulletin board that contains current KC projects impacting the area would be helpful. At library or Chamber of Commerce?
Local newspapers
Mailing information - blogs
Make this more fun! I know someone put a lot of effort into making this survey but I am finding it hard to get through because it is long and kind of dry. Maybe spice it up a bit? :)
More detailed information about who is making what decisions, and what the timelines and processes are.
More interviews on the radio including public radio KUOW.
No internet
Online community forums
On-line, moderated discussions
Our councilperson Julia Patterson presents forums and informs me of events
Pass out DVD media to constituents for educational purposes when change in policy is made
Please don't get caught up in the "social media" in an attempt to be "with it." Most people are comfortable with going to your website and sending/receiving e-mails, but not with the latest social media fad. Please make it easy to forward County documents or send them as e-mails to others.
Public debates between teams of subject matter experts and community leaders. Not the stilted pro forma debates seen in legislatures, but rather sincere and thorough discussion and evaluation of particular county issues. Video tape these and have them available in online libraries and in actual libraries. Update these videos as significant changes occur. Alternatively, conduct moderated role- playing by current and past officials by which to explain and demonstrate how county processes work.
Public information segment or other TV stations other than KCTS
radio NPR Alternative -- farmers market's--community events---parades, where people can see and talk to leaders
Reach out with staff attend organization meetings - you must first go to their meeting before you can expect them to come to yours.
Real forums allowing sometimes unpopular and disturbing input
see my notes section re: 11th graders; possible jury duty scenario for encouraging people to get involved; etc.
See my very first comment. In essence start utilizing web conferencing and make it easy for citizens to know exactly what's going to be discussed and how to participate online.
Television - Radio

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The best one I've seen is SDOT's blog. You can post comments and questions and they generally respond. I'd love to see every department of a government do this - it would quickly make government more approachable. A formal phone call or letter (or even e-mail) is further than most want to take their question unless it has a strong, direct impact on their lives.

The methods are all good, but I don't feel that the county cares about what we say until they make "promises" before the elections!

The one forum that I hosted was attended by people who knew nothing about the topic and were there to learn only. We could not have any kind of serious discussion. County Councilmember newsletters are designed to emphasize positive accomplishments which will lead to the primary concern of Councilmembers which is their re-election.

These Countywide Forums are a good idea if the county will provide the meeting place. In my community the only place is the public library which has been closed for remodeling for 15 months and the community room is almost impossible to reserve anyway due to high usage and no other place to go for free.

Use of major T.V. broadcasters need to be utilized in a timely manner. After all Public Service announcements are free, and they are not being used.

We need significantly less government.

Working within communities - schools, healthcare, etc. to reach out within existing framework

Additional responses to question T-84: Other citizen engagement methods

AmericaSpeaks -- large scale town meetings at which people meet for deliberative discussions in table-based groups with prior agreement that decision-makers will listen.

Be open to all questions, and respond to them honestly.

Call in radio programs like KUOW's Weekday, on which the Executive participates once a month.

Campuses

Census-style questionnaire

Churches

Citizens want direct contact! Not online. One way communication is never civil. Anonymity allows people to discount other's feelings.

Community Forum

Community Weaving to create Family Support Networks in schools, faith-based communities, businesses and neighborhoods. www.communityweaving.org & www.goodneighbors.net This approach was showcased by the Northwest Area Foundation as an exemplary approach for civic engagement and poverty reduction

County wide voting system based on surveys and ID participants political affiliation.

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Dinners -- or attend existing meetings - ask to get on the agenda.
Direct democracy using sociocracy / open space technologies
doorbelling
elect people who listen
Electronic online voting system for issues development such as Voterola e-democracy
executive and council members attend local community events farmer markets--etc
Forums with voices from all perspectives -- which is lacking, with ethical scrutiny and follow up. Until this objective is sought, nothing else will matter.
Have county officials observe and note county processes during the day. They could write up their observations for themselves as well as for their colleagues and the public.
Have shows (music, potluck, drums, etc.) to make more fun and less monotone & have information accessible through the event
Having an actual staff member available in the community to act as an advocate would be huge. Also, why isn't video-conferencing being used?
I don't think they care what their public wants
Incorporate methods according to demand based on individual's desired method of communication
Information given at gas stations, grocery stores, libraries, and other places where people go to.
Interviews on buses
King County TV to pick Town Hall with text response
Later No time 3 mins,
low or no cost ballot initiatives supported by county (paid for by county) to affect legislative issues beyond King county borders but affect citizens like House/Senate budgets for transportation or its dispersment to rural areas.
make county government relevant to average citizen. At present almost all of the "services" mentioned support low income people (or rural citizens). The primary interaction with the county for a citizen of average income or higher is to pay taxes or face new restrictions on land use and development, on lifestyle (garbage, water, etc), on choices. Get out of the business of social engineering, and provide simple basic services, and perhaps more people will become engaged. As it stands now, county government provides a tool largely for special interests to force their beliefs and ideas on everyone else (at the public's expense).
Meetings at local libraries and community centers with several dates so that as many people as possible from a community can join.
Moderated, educational, on-line discussions where both or multiple sides of the issue are described.

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More regular town hall meetings
Neighborhood level organizations (PNA) and events (farmer's markets, street fairs, etc...)
Online community forums
On-line, interactive avatar-oriented forums, per World of Warcraft, but as "World of Crisis"
Participatory budgeting (as in Porto Allegra)
Please study what other successful Counties in the U.S. are doing, including in Oregon. It seems that Portland is way ahead of Seattle in so many ways. Also, study foreign locations like Singapore (cleanliness, lack of crime, etc.), Scandanavian countries, Japan, others.
Quality Online and Offline Facilitation (Dynamic Facilitation, Open Space Technology, World Cafe, Future Search); Wisdom Councils and Creative Insight Councils as defined by the Center for Wise Democracy; Community Weaving (of the Family Support Network); Citizen Juries
Radio
Realize that older people do not use the computer/web or twitter or facebook so yo are not communicating with them when you do.
Referenda and elections
Regular notice of regulatory agencies meetings published in the weekly local shopping news, and on neighborhood blogs. In other words, there are all kinds of meetings that the public is allowed to attend, from budget meetings to parks, libraries, etc. Let the public know the agenda, the time and place, and maybe a little introduction for newbies (how to act, what to expect, etc) and publish them in the North End news, in the community events section.
See comment above. Each department could have a blog that lets the public know what they do and what they're doing. Have a place to post comments, and for this department to respond to comments. This should require little extra effort by the department in question, but could bring a great amount of understanding to those that are interested in these services.
Shorter surveys and more direct one-on-one meetings wtih existing groups - their's first your's second.
Televised Council meetings and public TV is the most common means of passive engagement for me.
They should use every way possible -- media
Unincorporated Area Council. You mean you realize that King County has rural areas? Go listen to rural land owners. The report back what they say.
Use KCTS Ch.9 and Host a TWICE WEEKLY 'Town Hall' type discussion that people can view and call in.
Vendors, Cultural Events, County Fairs, Trade shows
We need significantly more honesty in government.

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Web conferencing
Wisdom councils

Additional responses to question T-85: Performance measures
A customer service complaint or positive response form with info and handed to person for service effectiveness, mystery shopper techniques with rating scales
All of these seem to be primarily used by people who claim to representing those who would like to have additional tax-payer funding of their pet projects
Comparative tax rates, and tax rate changes.
Cost and quality of service delivered.
courtesy and kindness are the two issue , even or riding solving the problem.
Depending on how well organized it was
development review
Dislike term "customer service"; should be "public" service.
Having applied extensively for county jobs (with Boeing and non-profit background and an MBA), I have never gotten an interview. Apparently County jobs are closed to outsiders. I would suggest an independent study of how "permeable" the HR establishment is to outsiders, especially non-government employees. This is important because the staff becomes insular, no matter who the Executive is. There needs to be more "air" and more movement from "outside" in the hiring process.
I'll believe it when I see it.
It's been eight years now, and still no plan? What's that about? It's taken them 8 years to come up with a plan to have a plan? Or is the plan stashed away in some drawer somewhere? I went to the website, and see lots of lists of names of people and departments who attended meetings, and what the intent of the meeting were, but I'm not seeing the performance measurements, and ratings by department by item of how they performed.
Let the public who use their services comment on performance, not someone's supervisor.
Money-saving measures. Complaints. Attendance at county meetings.
polls that are scientifically accurate
public questionnaire.
Restaurant inspections, traffic control
Sending out Short Annual Surveys in the Mail, (yes, the Real USPS....not E-Mail), that ASK everyone what they think about 'Customer Service' in King Co..

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Setup actual FINANCIAL metrics to show where govt' is cutting out waste and being More effective.. not just "I did my job" but "I did my job with fewer resources so more money could go to human services"
Show me the list before adding my edits or suggestions
Statement of Work performance to Budget
This always sounds good, and no one can really object to it. But frankly, it's an old idea that is resurrected ad nauseum. It's complex to implement and takes too long to result in improvements. How about monthly meetings in each department for training in customer service. Use my suggestion for monitoring phone calls. It's too easy for a rude employee (or less that courteous and effective employee) to hide, and these measurements aren't sufficiently timely to resolve the problem and prevent more damage.
Transparency requested. How much does it cost on an itemized basis including fees paid to consultants? What are the expected results? What are the actual results?
Unfortunately the government will never have the benefit of "competition" as the private sector does to show how the market (its customers) receives its ideas. In the private sector if your competition has better service you lose business and you lose revenue... if we as citizens could tell you how much property tax we'd like to pay based on our satisfaction levels then you might feel a pinch when you make the wrong decisions and be forced to re-examine, however, this is not the case... instead we your "customers" are forced to accept whatever level of service you offer as you have a monopoly on police services, parks, transit, roads, permits, etc. I cannot go to another county and obtain a permit from them and use it here if i find that their level of service is better than yours, (not without moving - and I can't really sell my house in this market). So I commend you for trying to improve "customer service" however, you will never feel the market pressures that cause real innovations in customer service as private businesses do, because you lack competition.

Additional responses to question P-6: How well the Opinionnaire addresses the topic
Bad topic
Careful with the way questions are crafted. This one is too much of a customer feedback survey (past experience), rather than an exploration on *why* the perception of government interaction is good or bad. Survey still a bit too long and asks too many personal demographics.
Confusing to me
How do you know if anyone at the top will listen or care?
How would I know in 2 hrs?

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I don't need to hear more politicians say that they want the public to feel involved, and that they want the public to be compliant and trusting. I know this. I wanted to hear them talk about the areas they know they are falling down in, and what their plans are for getting better. It sounds as if they think every thing is fine, because although they said they knew things could be improved, I didn't hear a single area where they said they knew they were falling short, and were (or had no intention of) improving it.
I will go back to educating and including our youth - future voters and public servants. We need more emphasis on this.
It was so general that it was worse than contrived. Real issues? How do you measure customer service for the Sheriff's Office? How do you measure customer service for the other parts of the justice system? Use some real examples.
It would have been good to have someone from a grassroots public advocacy background on the panel to hear about how they successfully are engaged. The panel felt very "establishment".
It would have been great to hear about how each speaker defines public engagement. Some were talking about it like the ideal is when people are really informed well about King County government is doing and can express their opinion. Rita held a broader view... I hold a much broader view and higher ideal. It would have been great to have a "customer" or citizen involved on the panel who could talk about things from that perspective.
Listen and participate with your constituents was not emphasized
Needs to go from "head patting" to "butt kicking"
Nothing new here. I don't see any good answers coming from this--it's just more talking around the same concepts of the past 40 years. Let those Baby Boomers get out of the way and give someone else a chance at solutions.
Rather than list agencies, better to ask in terms of types of service. I can remember if you ask me if i renewed a dog license, but I tend to forget that I worked the agency involved.
The county's passage of the critical areas ordinance, which was eventually determined to be unconstitutional, caused serious damage to my trust in King County Government. It's an illustration of when the Council failed to balance the rights of citizens over the need for environmental protection.
The ones I listed in previous boxes.
there are always more issues , but for the two talked about customer service and trust, these was very good

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There are not sufficient ways to engage with King County on issues that matter to the individual. People are suffering and don't know where to turn. Computer data doesn't help. County must consider new ways of engaging people to help one another and share resources. They must change policies that prevent people from sharing homes that exceed county laws (2 persons per bedroom). King County need to let the people take on more responsibilities to care for county parks, land management, and services that are being eliminated due to budget cuts. King County needs to train citizens in ways they can be of service in the county. People want to help. They don't want offices closed or parks locked because there are not enough funds to pay for maintenance. Engage the people in new ways and be a leader for the country to follow.

This is what I mean by a somewhat biased questionnaire. This question offers selections of "most major" or "none of the major" but not much of a selection for any other category. "Most" for a county the size of King County is a pretty big category to put in a couple of choices.

To be honest, I am more concerned about uncontrolled government spending and KC Departments scoping their work to a defined Statement of Work than this subject.

Useless

Final Comments on Opinionnaire, Public Trust, anything else...

*Customer service on Metro should be monitored through some sort of evaluation criteria or hotline that passengers may call when the bus driver is not courteous. *Government employees should be given incentives to work hard and please customers. *Garbage cans should be set upright after collection. I live on a hill so whenever the garbage-man throws the trashcan on its side, it rolls down the hill. * Getting charged extra for extra trash is silly to me as well... especially when it's only one bag and more than \$10.

An unsafe bus stop on Lind SW and 16th Ave. SW (southbound) should be moved to be on 16th Ave. SW with a shelter (bus #110). Lind Ave. SW has 5 traffic lanes of traffic. 16th avenue SW has 2 lanes of traffic. In Burien, I catch a Southbound bus to go to Renton (bus #140) There is no shelter for the Southbound #140 bus. However, across the street there is a shelter in the Northbound bus #140. Why the disparity when our region has more need for rain & inclement weather than for the sun?

County spending. Why is it that spending levels continue to increase despite a deeply recessed economy and declining county government revenues?

Customer service begins with the individual providing the service, which was mostly unaddressed here. What about a merit-pay system for government workers? What about outsourcing service functions to competing service providers? What about lowering taxes rather than finding ways to raise them?

Customer Service' is only PART of what we need in King Co. we need so many other things.....Ughhhh
discus the losses to the emergency reserve fund

Don't like the "neutral" in the choices - find a better word that indicates between bad & good.

End County Ferry service - End Flood Tax - Get out of public housing - Privatize animal control - Control county employee wages, benefits and retirement - Get out of Port of Seattle

Governments exist primarily to serve the people; they do not exist to be served by the people. There is no more fundamental duty of government than to follow the guidance provided by the state's constitution, with the aim of the equitable treatment of all citizens.

I am a fairly well informed person but came across this almost by accident. We have a very multicultural county and a lot of unawareness about government especially county government. Some way needs to be found for more outreach and information/education to citizens and about how they can interact. I appreciate the council e-mails but I wonder what percentage of people actually receives them.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

I am concerned that many marginalized communities were not reached in the efforts to host/create these forums. I have noticed a strong lack of women, people of color, youth and members of the LGBT community. My concern is that although the county is making strong effort to reach & hear from those in KC, that many of the voices of folks who make up significant portions of the KC population will go unheard. I am afraid that positive changes that are made based on those forums will then continue to leave out these populations. Also if you want to capture accurate demographics, include more options for gender and include a category for sexual orientation. Thanks!

I believe some method of garnering youth engagement would help broaden the diversity of views in group discussions. I also think more effort should be made to give members equal speaking opportunities.

I believe that this forum and others like it don't know the effectiveness without feedback and follow-up

I have not read in the papers, heard on the radio or seen on the television one particle of evidence that anything has resulted in government as a result of individual input or group recommendations originating from these meetings. Are these meetings an opiate fed to the masses to enhance your public relations?

I just really want to see more guts and teeth to a citizen engagement model. I put a citizen wish list on my website when I ran for state Senate... it was a simple way to track 'free form' citizen ideas. Give Citizens not only this free form method but follow-through to bringing these ideas to council and let the citizens drive council activities instead of the 'hamster on a wheel' where council deliberates like a robot in all previous year's actions without serious citizen driving the agenda or subject of meetings.

I pray CCF is on the right track! How does this info get used by the actual elected officials? Whose idea was it to do this (good idea!)? Who is paying for it? How difficult is it for a government employee to get fired? A lot of people think they practically can't get fired, so that is why some slack off and are rude.

I think Ms. Brogan's comment nailed the problem. To paraphrase "It's unhealthy, but it's not our fault - it's the people's fault." The government MUST be willing to accept responsibility.

I think there should have been an actual citizen on the council who could attest to the effectiveness of customer service in the county to give citizen councilors something to respond to.

I would appreciate resources to further engage - maybe a calendar of events or specific action items (e.g. ways to further the discussion w/ officials.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

I'm skeptical whether King county listens to the people. I'd like to see them more actively engaged in publicizing the Community Forums process to engage more citizens to participate. The more citizens participating then we can hold them accountable to represent the "voice of the people" Right now with budget cuts, there are fewer people available to service need as people are struggling to make ends meet. The country needs to consider Community Weaving to create alternatives for people to help each other and not rely on them for services.

Incarcerating mental patients instead of treatment.

It seems that this was a King county publicity and advertisement engagement to promote what will be rather than what has been the trend in the past years no matter who is elected. The problem, as the public knows, that all candidates have special interests, groups, and fiscal backers that designates the workings in King County. Case and point: Constantine, Gossett, Patterson, and a majority passed a KC policy to spousably render profiling of Hispanics by not requiring IDs at agencies that provide KC services and law enforcement stops. This will set precedence on other races from Arabs and Asians that may not be deemed to be affiliated with Terrorist Orgs. Will a policy be provided for such profiling as well?

King County support for the car ferry support for Vashon Island has been conspicuous by its absence. Conversely, its support for disaster preparedness/emergency management has been very good.

Lost community involvement by mailing ballots

Management accountability..... King County needs transparency to the public.

Note issues mentioned above.

Please consider an interactive format where comments can be made during the video.

Public health, emergency preparedness, the juvenile justice system, determining the focus of KC in a budget crisis, doing a better job with fewer county employees, how to reduce the looming county deficit.

Remind Council Members and Exec that we are citizens, not customers. For ex. I don't want a permit to build an out-building; they require me to have one AND they make money off of it to fund permit department = income generating scheme. People should treat people with respect all the time. Why have we lost common courtesy? Yes, County should respond timely and try to solve problems. In General: Vague topic doesn't generate strong feelings or passionate discourse. Most Important: I'm not a "customer" of government. I'm a citizen. Calling us customers holds us at arm's length and only requires government officials to be courteous, not necessarily responsive and treat us as equals. We are all citizens, regardless of whether or not we're employed by government.

Rita B's outlook was great. No political agenda.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

Security in Park & Ride lots & on buses - Not everyone has web-net stuff - call for jury duty at nearest courthouse - traffic law enforcement

Should have been asked about the costs of services, are we providing too many services, is level of service sometime intrusive to our freedom

Should have had overview of what KC gov't does

Survey 3x too long results in less information and less accuracy. Study statistical analysis. KC needs to be at others meetings before great expectations of reciprocity.

Thank you.

Thanks for caring enough about our local government to try for improvements. Maybe if we focused more on local needs and infrastructure, we wouldn't have our nation's wealth wasted in immoral, illegal and stupid wars.

The county government, along with the state and federal governments are spending too much time and money providing resources to a small percentage of residents. We have to help those who are the recipients of this aid to become productive and self sufficient. It is too easy to hand out benefits without solving the underlying problem and we are fostering a class of people who make it their life's work to figure out how to have others pay their way. It's not good for them or the people paying the bills. We should insist that those 'taking' benefits must pay back in the form of service. Obviously excluded are those who are unable by virtue of a valid disability.

The idea of calling for a system of review of the impact to business and private entities a 'public impact' statement is doublespeak. There's no way I would frame that as such. It should be called a business impact or citizen impact statement and it would really be two separate things, since private citizens and businesses derive different benefits from activities. Secondly, while it seems nice here in my home to hear that the county could be asked to do that for me, the private citizen, it would also just be another set of paperwork that would take more FTE to complete. No way would I support it. That's what public involvement is for.

The problem with public trust in King County (or most other forms of government today) is not that it is not transparent enough or that enough citizens don't know what government is doing. The problem is that many citizens know what the government is doing and that it is overstepping its bounds, wasting money, spending too much time on unimportant issues, or all of the above. Until those issues are addressed, all the websites and town hall meetings and customer service in the world is not going to improve public trust or civic engagement.

The trainings like this one should be all over Seattle so that more community members can get there on time and be involved. Also these should be publicized in local papers (maybe commercials like the census), stickers & flyers (multiple types of media to get outreach. Also reach to schools and local organizations. I will be hosting a forum. Thank you for having this opportunity for me to get involved with our local government.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

The video appears primarily as a PR commercial. There did not seem to be a "topic" or issue other than stating what would be nice for "any" business or institutions who deals with the public. This forum didn't strike me as really asking for as much opinion as agreeance. Specifics were missing.

The video is off-putting, borderline offensive. I felt like I was being talked at. The format, the set, the moderator were all wrong. Need something dynamic, more casual & friendly + diverse. Maybe a local celebrity host. It was so dull and monotone I couldn't concentrate. The survey: so think didn't even want to start. Way too long, and most didn't even pertain to me b/c I don't interact with the county that much. DITCH THE PAPER SURVEY.

The video stopped at 17:37 with an error message in Swedish. I kid you not.

The video was very good, informative and you saw and heard the speakers live, a name to a face is very helpful and makes you feel connected. good job thanks

This survey was so painful I now hate King County. The video was so dry I wanted to run away but my host wouldn't let me. Why isn't this online? Why so horribly long? Why are people so old and boring? Why aren't they debating? This experience gets worse by the minute. Video dialogue is so trite and un-creative. The entire experience was like eating stale & molding wonderbread. I don't even know what KC does. Survey should be online and 10 questions tops.

Transportation - why is the SE stretch of 405 the last to get more lanes and why does the express bus only run every 30 minutes here when it runs every 15 min in other areas (during rush hour)? We could use far better representation when it comes to transportation.

Very, very boring. I did not need to see 4 white people talking for 25 minutes. I need to have at least one person I can relate to.

Video: too much fluff with little specific examples that are difficult issues. Too many obvious anecdotes. 23 minutes would be fine length but the content was vague with easy examples. Use more difficult issues.

Was unclear on a couple of the response mechanisms discussed as options, for example "email lists". What was that intended to represent? I'd have as many of these types of direct feedback boxes (as I'm typing in now) as possible to glean subjective data from participants.

We need to wake up and see reality for a change! We are being set up for a fall. The old political pablum just does not cut it. Try again, Dick. You mean well, but it is far worse than you know.

Why the 1-5 reverse order?

Would like a good high level report of what exactly county government is responsible for.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

You have already decided what you are going to do and nothing we the people will say can change your mine.
Why are you sending out this opinion poll when you will not listen to it?

You need to reach out a market these opportunities more.... Facebook, etc. Would be an excellent way to do this...

Hosts summary of pre-survey discussion

General sense of decline in civility. Unable to separate city, county, and state responsibilities...when we need help, it should not make a difference where the help comes from. Service should happen now and determine which govt funds it "on the back end." Reduce the steps & paperwork necessary to solve problems for people. Not only county employees, but also county electeds (+ Judges) need to show respect! Thinking "outside the box" is quickly needed to restore trust. People are angry and aren't sure "customer service" will help them. We need to be "deprogrammed" to wake up to the chaos around us as a people. "Diversity and Race" needs to be a part of our community conversation.

Not doing a good job at marketing entire WA state. Putting the ball in the public and not taking things serious. Really not informed at all.

1. More public advertisements; if the city/county govt wants to uphold a standard of customer service, and implicitly holds a "market-place" view of the public sphere, they should also strive to advertise their accessibility. Rating customer service is flawed if the service provided feels distant and ambiguous. Advertise your accessibility! 2. Transit as top priority; social capital is compromised if people can't get around, make transit a priority to ensure that people get out and know their city, to work easily in neighborhoods apart from their own, to attend community events, to feel a sense of attachment to King County--inclusion. 3. Education budgets--we want to know how county govt. can help/affect public school budgets. 4. Accessibility to Reps (CMs)--make a lottery system. Anyone wanting to gain access to reps can enter to win a 2hr slot. Reps should be expected to work 5 days of community outreach per month.

Raise awareness of KCTV + other govt channels--it is a good resource to inform citizens (but not so good to get opinions back). KCTV should be a PUBLIC channel and not only to cable. Appreciation from the video that County Executive & CM are trying harder than realized before. People, in general, are resistant to being involved. People want "the other guy" to fix it for them. County Council meeting or Town Halls are poorly attended because of their structure and time of day. County would also benefit by better "signage" on the county Website--the county has a lot of useful information but it is hard to find. We need a good "site map" and more intelligence like Google, Amazon, and Bing...get help from local world class companies!

Critical need of citizen councilor to know they are being heard by the Executive and council.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

Customer service of metro bus system,
Availability of elected officials for community input,
Land use for public parks.

People don't see government as a solution; solution needs to come from citizenry. Citizens are too cynical. Must look at other nations w/ successful deliberative polls to model ours. What is OUR definition of democracy? There are more unsophisticated voters. Need more adequate languages services to eliminate language and cultural barriers. Need media outlet & companies to publicize CCF through incentives like tax exemptions/breaks.

Get info out there to the people who want it. Citizens need to try to find out more, it is their responsibility. More accessible info on the budget (simple wording). Motivate citizens. Media cover local stories. Customer service is mean and they do not have to be held accountable because it's the public.

People did not know what KC does for them. A request for a brochure with tax statement outlining how KC interacts with citizens. Unincorporated KC folks feel they do not have their voices heard.

Importance of "speaking to people at their level." Importance of knowing that our CCF opinions are being considered when decisions are being made, acknowledge the value of citizen participation. Regarding public disclosure law suits, analyze why and what happened that eventually cost the County Judgment and fines.

Topic video didn't focus enough on public trust. Key issues of accountability, transparency, responsiveness, and effectiveness. People wanted more information about what is working within county govt. Show outcomes that build public trust.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

Trip-Planner has not been updated, people are being sent to closed stops (how are these decisions made to close a stop?) It happened that morning (5/22/10) to one participant. "Customer Service" is a sterile concept; seems designed to send off complaints, not really encourage participation or take responsibility. Constituents are people, not customers. County govt should provide more information in countywide media to promote news and outreach on a daily basis. Forum partnerships with high-profile media. Use platforms that have followings to tell real stories that matter to engage people. Also, use electronic billboards to highlight meetings (council, others) and engagement opportunities. People want to be more informed, but it takes too much time to do the research. How do you make it easier for people to get the information they need? Rooting around websites isn't something most people want to do. County govt needs to connect more effectively with existing community institutions, whether they be senior centers or social service programs for minority, homelessness or youth populations. Use these modes to build awareness of county govt's broader role. Many Seattle residents have little or no awareness of county. Help of CITY to do necessary education on separation between city and county services, especially Seattle.

Performance metrics good, BUT don't want govt. employees just seek to "make the numbers." Qualitative measures matter, too. Broaden definition of customer service to include not only "first order" issues, but net effect on larger community. Need to bring in youth, get their take on customer service. You can always "rig the numbers"--does not necessarily. Customer Service should be more "consultative." Look at scope of county govt. and client service orientation. Prioritize effectiveness, efficiency--not perpetuation of bureaucracy. Small government is best, look more into NGOs, etc.

The METRO System! Bus drivers are not as friendly as video made it sound. Government employees traditionally have poor customer service (no incentive? Complacent in their jobs? Need better pay?) Hotline w/ bus drivers name to report poor customer service. NEED: Express bus from U-District to SEATAC airport! (Light rail?) Level of service is hit or miss: condescending answers from bus drivers, ruins peoples' days on occasion! IDEAL vs. reality.

No disagreements. Views on distinguishing county services from greater municipal of state, and federal agencies. Budget and transparency.

Public as "customer" is a good approach and does force agencies to treat people differently. National Health care will have on impact levels of union employment, levels as members can take more opportunities to cross-train and even leave union positions without fear of losing health care.

Countywide Community Forums: Public Trust: Customer Service and Public Engagement – May/June 2010

Line between ---- vs. customer service. Citizen engagement as knowledge of experts. Issue with being called "customer" by many councilmembers--although like being served implies "having a choice", it implies a business, not a creation of community.
Need better outreach to diverse communities if language and cultural. Need better methods or require consolation if services (ex., Sherriff, Jails and Libraries) to reduce cost and improve efficiencies for everyone in the county. Need a truly transparent county budget--fully broken down into programs+salaries+union obligations+benefits.
Message machines--terrible practice, impersonal, no human contact leads to giving up. Difficult to get to a liver person to have communication. Mailed in vehicle tabs, not responded to until 5 weeks later. Staff is uncaring (ex. Out of 3 people working/2 are popping popcorn). Noise problems in neighborhood-involved Executive Dow, Sherriff & Public Health--there was not help outside of Dow's office. Sherriff website shows they are hearing.
Did not know about drive by county for improved customer service. Would like Channels 4,5,7+9 used more for countywide broadcasts +documentaries--KCTV is only on Cable--can it be broadcast over the air like other channels.
Consumer/Service culture discussed as kind of off-putting and anti-political "of the people". Lack of passion about the topic. Could it be because of the notion of self as customer?



The following individuals or organizations are recognized for their contribution to this round of Countywide Community Forums:

Participating Citizen Councilors

Video panelists:

- Council chair Bob Ferguson
- Executive Dow Constantine
- Rita Brogan, CEO, PRR, Inc.
- Joe Copeland, Crosscut

Program principal funder:

- Dick's Drive-In Restaurants and the Spady Family

Citizen Councilor Coordinators:

- Matt Rosenberg
- John Spady
- Carrie Shaw
- Dick Spady (Emeritus)

Executive and Council, and staff, in particular:

- John Resha, Policy Analyst
- Lorrie McKay, Customer Service Director
- Michael Jacobson, Section Manager, OSPPM

The program is overseen by Cheryle Broom, King County Auditor

